

LAKE HAVASU CITY, ARIZONA

CLASS SPECIFICATION

CLASS TITLE: Customer Service Supervisor

BAND	GRADE	
NE	620	
DEPARTMENT: Finance	ACCOUNTABLE TO: Division Manager	FLSA STATUS: Non-Exempt
CLASS SUMMARY: Incumbents are responsible for planning, coordinating and supervising the work of employees in Finance/Customer Service. Duties include: developing and interpreting office policies and procedures; supporting the Division Manager and Department Director on administrative matters; recommending and implementing procedural changes; supervising, training and evaluating support staff; recommending employment actions; participating in the preparation of the departmental budget; tracking expenditures; participating in management team activities; and, resolving customer and employee disputes.		
DISTINGUISHING CHARACTERISTICS: The Customer Service Supervisor is a stand-alone classification. It is distinguished from the Administrative Supervisor position due to its responsibility for oversight and administration of the specialized billing, cash receipting and business license systems, extensive customer relations, and timely, accurate posting and deposit of all City's receipts of payment.		

DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary. The job description does not constitute an employment agreement between the employee and the City and is subject to change as needs and job requirements change.)	FRE-QUENCY	
1.	Supervises support staff to include: assigning and monitoring the work of staff, prioritizing work, training staff, making suggestions for performance adjustments, determining disciplinary actions and evaluating staff performance.	Daily	
2.	Supervises day to day operations by reviewing work flow, reviewing and handling delinquent accounts, preparing bank deposits and ensuring timeliness and completion of administrative support functions.	Daily	
3.	Develops and implements office policies and procedures; assists in ensuring departmental policies and procedures conform to City policies and procedures and other applicable laws and regulations.	Daily	
4.	Supervises business license operations.	Daily	
5.	Supervises billing operations to ensure timeliness and accuracy of utility billings.	Weekly	

New 02/08

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6.	Provides statistical analysis and reporting of utility customer base for Wastewater Sewer Expansion to ensure financial projections are accurate for establishing rates to cover cost of system.	As Required	
7.	Performs special project activities to include preparing complex reports, utilizing specialized computer software, implementing electronic services for customers, conducting surveys, performing legal research and preparing documents for Council meetings.	Weekly	
8.	Maintains departmental and confidential records, databases and spreadsheets; prepares and verifies timecards and other personnel documents.	Weekly	
9.	Responds to requests or complaints from staff, other departments and the general public which requires a supervisor's attention.	Weekly	
10.	Acts as the departmental liaison between staff and other departments. Participates in meetings and serves on committees.	Weekly	
11.	Assists in the preparation of the departmental wide budget; tracks expenditures; recommends transfers in expenditures; trains others in budgetary policies and constraints. May maintain special accounts such as customer's deposits and/or utility accounts.	Monthly	
12.	Assists in developing and implementing short and long range plans, goals and objectives.	Annually	
13.	Performs other duties of a similar nature or level.	As Required	

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Knowledge (position requirements at entry):

Knowledge of:

- Supervisory theories and principles;
- Applicable laws and regulations to area of assignment;
- Research methodologies;
- Budgeting theories and principles;
- Record keeping practices;
- Basic accounting principles;
- Terminology and processes used in area of assignment;
- Filing systems;
- Business English;
- Telephone etiquette.

Skills (position requirements at entry):

Skill in:

- Assigning, monitoring and evaluating the work of staff;
- Evaluating, organizing, coordinating and making changes to work flow;
- Resolving problems;
- Gathering, organizing and analyzing data;
- Preparing complex reports;
- Preparing and processing specialized documents in area of assignment;
- Training staff;
- Creating and maintaining file systems;
- Tracking revenues and expenditures;
- Composing confidential correspondence;
- Maintaining confidentiality;
- Reviewing work of others for accuracy and completeness;
- Using office equipment such as phones, copiers and fax machines;
- Using computers and related software applications;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Training and Experience (position requirements at entry):

High School Diploma or General Equivalency Diploma (G.E.D.) supplemented by six months to one year of coursework related to supervisory principles and five years experience in customer service, including one year of lead or supervisory experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

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Licensing Requirements (position requirements at entry):

Position requires:

- Valid Arizona driver's license of appropriate class

Position may require:

- Notary Public Certification

Physical Requirements:

Positions in this class typically require: stooping, kneeling, sitting, mobility, reaching, standing, fingering, talking, hearing, seeing and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Classification History:

Draft prepared by Human Resources/Risk Management (jls)

Date: 02/08

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